

BEFORE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

[Fort Mill, South Carolina]

COPY

April 3, 2012  
~~2010~~

6:00 P.M.

DOCKET NO. 2011-SIS-W:

Proposed contract between Utility Services of South  
Carolina and York County

TRANSCRIPT OF TESTIMONY  
AND PROCEEDINGS

VOLUME 1

HEARING BEFORE: David A. WRIGHT, VICE CHAIRMAN; and  
COMMISSIONERS Elizabeth B. 'Lib' FLEMING, G. O'Neal  
HAMILTON, Swain E. WHITFIELD, Randy MITCHELL, AND NIKIYA  
"NIKKI" HALL.

ADVISOR TO COMMISSION: F. David Butler, Esq.

STAFF: William O. Richardson, Patty Shultz, and Philip Riley  
Cathy L. Young, CVR, Court Reporter.

APPEARANCES:

SCOTT ELLIOTT, ESQUIRE, representing UTILITY  
SERVICES, INC.

NANETTE EDWARDS, ESQUIRE, representing THE  
OFFICE OF REGULATORY STAFF

Please Note:

"Utility Services of  
South Carolina"  
should be "Utilities  
Services of South  
Carolina" throughout.

**PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA**

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P R O C E E D I N G S

**VICE CHAIRMAN WRIGHT:** We will go ahead and call the public hearing to order. And my name is David Wright, I'm vice chairman of the Commission. Our chairman, Butch Howard, who's from the First District of Charleston, his wife had a little surgery today. He's where he needs to be right now, so he is not going to be with us. I'll try to speak more in hearing mode. They're having trouble in the back, so you may want to turn it up a little bit. I -- I've been told that the restrooms are in -- you have to go downstairs, to the back area, and go to the other end of the building, and you'll find restrooms; so, please, you know, at your convenience, if you have to go, go ahead and excuse yourself, and go downstairs, and we'll just continue the hearing. I'd like to introduce the Commissioners who are with us. To my right, your left, would be Commissioner Nikki Hall, she's from the Sixth District. And Commissioner Swain Whitfield who is our at large member next to her. Next to Swain is Commissioner Randy Mitchell, he represents the Third District. To my left, on the left of David Butler who is our attorney tonight, is Commissioner Lib Fleming. Lib represents the

1 Fourth District. And to her left is Commissioner  
2 O'Neal Hamilton, who represents the Fifth  
3 Congressional District. So we will be tonight  
4 hearing your concerns and just here to be a part of  
5 this and listen to what you have to say tonight.  
6 We have a court reporter who will be taking down  
7 everything that you say; her name is Cathy Young,  
8 and I think she's from here, this area, so you will  
9 be sworn in. And the person who will be swearing  
10 you in is Bill Richardson, and he's sitting right  
11 here; so he'll swear you in at the -- at the podium  
12 here, that's where you'll testify from, and then we  
13 will -- we will get on with the hearing. Before we  
14 get any further, I'd like to introduce our  
15 Representative Ralph Norman who is here; and I  
16 believe has some comments you'd like to make. We  
17 will swear you in as well.

18 THEREUPON came,

19 **REPRESENTATIVE RALPH NORMAN,**  
20 who, having been first duly sworn, testified as  
21 follows:

22 **MR. NORMAN:** Thank you, Commissioner Wright.  
23 Thank you panel for coming to Fort Mill, South  
24 Carolina. I know this is one of many meetings I  
25 know that I've been involved with with the

1            situation we have with Carolina Waters or  
2            Utilities, Inc. I know you've come to Tega Cay and  
3            River Hills. And let me just say, I -- I got a  
4            phone call this afternoon about this hearing; and  
5            what I would like to, I guess, stress, is that, as  
6            you've always done in the past to hear all the  
7            facts, and to get all the -- the information prior  
8            to, I guess, approving anything with the Foxwood  
9            Development being locked in to a water agreement.  
10          I've dealt with Utilities, Inc., for a long time,  
11          and I can tell you I wish I could say differently,  
12          it's not a pleasant experience. It's been an issue  
13          with -- and y'all heard the residents of River  
14          Hills have concerns over every issue from  
15          maintenance, to fees, to service, and it just has  
16          not been acceptable. I wish I could say that's  
17          improved but it has not. I was appalled when they  
18          asked for the 80 -- 88 percent rate increase  
19          before. I will be going to a meeting next -- in two  
20          weeks of Tega Cay, and I'm going to invite the  
21          Foxwood residents to join with us because it's a  
22          serious issue. Any time you deal with Utilities,  
23          Inc., it's just not a pleasant experience. And  
24          what I would ask is that all the information be  
25          gathered on cost to install any item, maintenance,

1            ongoing maintenance cost in writing upfront, so  
2            that the -- the residents of Foxwood would know  
3            what they're getting into. The -- this has been an  
4            ongoing issue, and I don't know how to deal with  
5            Utilities, Inc. I have no idea how to deal with  
6            them, because their word is not their bond; and  
7            what they -- what they have said and what they've  
8            performed have not been the same. If they were a  
9            private entity that people had a choice with --  
10           water's like air, you've got to have -- you've got  
11           to have it. These people have got to have water.  
12           But all I would ask is to get everything upfront so  
13           that everybody knows what their getting into before  
14           they agree to do it. I did talk to some members,  
15           and I know that it's not as urgent. The urgency  
16           will be to get everything down in writing, so that  
17           these -- these residents know -- know what they're  
18           dealing with. And, again, we're going to be -- I'm  
19           going to be getting anybody here with Foxwood that  
20           wants to get with Tega Cay, River Hills is still  
21           experiencing problems. We'll be having another  
22           meeting in two months with them. So -- but I know  
23           you've all got a tough job, and I appreciate what  
24           you do. But our issues, from my past experience,  
25           and I started dealing with Utilities, Inc., back in

1 2008 when I was first elected; and it's only gotten  
2 worse from the consumer standpoint and for me when  
3 you see what has gone on. We do this type work.  
4 I'm a contractor. I'm a developer. We put in water  
5 and sewer lines. What Utilities, Inc., has done is  
6 not fair. It's not right. They have not  
7 maintained the system. So, I guess, from -- from  
8 just from an accountability, if we could have  
9 everything upfront, these people know what they're  
10 getting into upfront, and then proceed from there.  
11 And if they choose to -- if there's no other way,  
12 other than having to deal with this group, then so  
13 be it. But there's a group that -- if there's a  
14 legislative issue that we need to handle in the  
15 upcoming session, we -- we -- I've assured them  
16 we're going to do it. We're going to try to pass  
17 whatever laws to have some type of accountability.  
18 One of them is -- is the bonding issue. There's --  
19 there's a bond that I think -- there's a law --  
20 there's a proposal in the -- in the Senate right  
21 now' to prohibit the bonding efforts of Utilities,  
22 Inc. Because these people in River Hills and Tega  
23 Cay are having to pay the 80 percent increase. A  
24 lot of them simply cannot afford it. So, you know,  
25 I thank you for what you're doing, and I look



1 forward to, as we move forward, me having further  
2 meetings on it. Thank you so much.

3 **VICE CHAIRMAN WRIGHT:**

4 Thank you. Are there any questions? Would you?

5 **MR. NORMAN:**

6 Sure.

7 **VICE CHAIRMAN WRIGHT:**

8 Are there any questions?

9 **MR. ELLIOTT:** No questions. Thanks to  
10 Representative Norman for coming out.

11 **MR. NORMAN:** Yes, sir. Thank you.

12 **VICE CHAIRMAN WRIGHT:** I'm going to turn the  
13 hearing over right now to our attorney, David  
14 Butler, who is going to kind of go through how  
15 things are going to be handled this evening.

16 **MR. BUTLER:** Thank you, Mr. Vice Chairman,  
17 very much. I'm David Butler. I'm senior counsel  
18 with the Commission and I want to announce that  
19 this is a public hearing for Docket No. 2011-515-W.  
20 And this is, of course, about a proposed contract  
21 between Utility Services of South Carolina and York  
22 County. And if this is approved, it would provide  
23 a new source of water for the Foxwood neighborhood.  
24 And the Commission is here tonight to listen to  
25 your comments on this particular subject. And any

1 comments that you have on the proposed transaction  
2 will be welcomed. And what we will do as the Vice  
3 Chairman said, everything that you say will be  
4 taken down by our court reporter. And, again, when  
5 your name is called, I will call you in order. If  
6 you will approach the podium over here, and please  
7 give us your name and full address so that we may  
8 fully identify you. Now, I did want to say one  
9 thing. Most of the time when the Commission comes  
10 up, it's on a general rate matter in which there  
11 are number of things at stake. There will be  
12 things from billing to the rate design, and all  
13 those sorts of things; but in this particular case,  
14 there's really a very, very narrow issue in front  
15 of the Commission, and that is this contract and --  
16 and how much a Foxwood customer would have to pay  
17 if the contract was indeed approved. So we did  
18 give a handout to everyone that came in, and we --  
19 we would just ask, if possible, if we could stick  
20 to that subject, the contract and how much you  
21 would pay as a result if the contract was approved.  
22 The Commission in this particular case isn't really  
23 looking at the general rate structure. As you  
24 know, we generally have a basic facilities charge,  
25 we have a commodity charge, and then when there's a

1 bulk water provider, we look at a pro rata share of  
2 the bulk water bill; but none of that is in contest  
3 tonight, that's only in the general rate case. You  
4 know, once again, we're looking at the contracts  
5 only. We'd ask you to not tell us about any  
6 billing issues, such as low bills, or high bills.  
7 Again, and the Supreme Court has said -- and we  
8 know what comes up normally is is a discussion  
9 about, say, a municipal, like York County itself,  
10 for example, and what they may charge. The Supreme  
11 Court has told us we can't compare that and a  
12 private utility, we have to look at the cost that a  
13 private utility has and go from there. System  
14 leakage, wastewater, a lot of times people have  
15 problems with wastewater, we can't talk about that  
16 tonight. Quality of service furnished by the  
17 company, other than the quality of water, now, of  
18 course the quality of water is in question here,  
19 and as I understand it, that's one of the reasons  
20 that the company is proposing the contract that  
21 they are is because of the unreliability of the  
22 wells that are presently used for your  
23 neighborhood. So that -- that's certainly fine if  
24 you want to discuss that. And so if -- if you kind  
25 of stick to the topic, it would be much

1 appreciated. And so the other thing is, I did want  
2 to recognize the lawyers here that are representing  
3 the various parties, and some of the intervenors as  
4 well. First off, just might want to introduce Mr.  
5 Scott Elliott, who is to my left. Mr. Elliott  
6 represents Utilities Services of South Carolina.  
7 And as I understand it, Mr. Elliott, you have a few  
8 remarks that you wanted to make?

9 MR. ELLIOTT: May I? Is this an appropriate  
10 time, Mr. Vice Chairman?

11 MR. WRIGHT: Yes.

12 MR. ELLIOTT: I would like to point out to the  
13 Commission that the contract in -- in question, the  
14 -- the interconnection agreement in question,  
15 provides that USSC will have -- will be able to  
16 purchase wholesale water from York County at the  
17 lowest county wholesale water rate authorized by  
18 York County Council. That is the rate that we will  
19 be charged. The -- in the application, we assert  
20 that that water charge is \$4.33 per 1,000 gallons,  
21 with a base charge of \$332.81. Well, when you go  
22 to County Council, and you ascertain their lowest  
23 available rate for customers such as these, we now  
24 find that instead of the higher figure of \$4.33, it  
25 is a lower figure of \$3.26 per thousand gallons;

1 and so the rate, I would state for the record, and  
2 correct for the record, in -- in this instance, at  
3 this time, according to the terms of this contract  
4 would be \$3.26 per thousand gallons. Now, the --  
5 the Commission was very kind to -- to appoint Mr.  
6 Butler, a hearing examiner, a hearing officer in  
7 this matter, and Mr. Butler had a status conference  
8 last week at the Commission offices. And it was a  
9 great opportunity for -- for me on behalf of USSC  
10 to meet some of our customers and intervenors in  
11 this case, and -- and to hear from them and to hear  
12 their concerns. And among their concerns, and  
13 these are not all their concerns, but among their  
14 concerns was that we take the rate that we are  
15 proposing, the Commission approve in this order,  
16 and prepare a couple of spreadsheets showing what  
17 the rates might be under two hypothetical  
18 situations. One was usage of 4,800 gallons per  
19 month. And that is a figure that is, you know, an  
20 approximate average of the -- of the water usage  
21 per household in this subdivision. And the other  
22 figure was a rate of 6 -- using -- a rate based on  
23 usage of 6,000 gallons per month. And by email  
24 yesterday I provided the intervenors, and -- for  
25 whom I have email addresses. I only have email

addresses for four, but I was able to communicate with all four that I met at the status conference, Mr. Wright. And I provided them these proforma numbers. And I have -- I have about 50 copies here on the edge of this table for anybody who would like to pick up a copy and -- and look at it. And you would see -- might would get an idea about what the rate would be if, based on the two scenarios, at least, if the Commission were to approve this interconnection agreement. Now, I would say in that -- in that regard that Lisa Sparrow, who is the president of Utilities, Inc., the owner of USSC, has written approximately six or seven letters to the customers trying to keep them apprised of -- of the status in all of this. And in earlier projections in her correspondence, she estimated that the rates might go up if the -- if the agreement was approved by about \$7 per month for this customer using about 4,800 gallons per month. After the status conference where we met with the intervenors and the ORS, we went back and refined those numbers; and you will find, and the customers will find that at least under the scenario of 4,800 gallons per month, we think now that the increase to the typical customer under

1 this scenario would be closer to \$5.20 per month.  
2 So when you refine these numbers, they tend to --  
3 they -- they -- they seem to be moving down. I  
4 think Ms. Sparrow was concerned not to present too  
5 rosy a picture, and I think her number was probably  
6 a little conservative as a consequence. But -- but  
7 I have these documents here, and I've prepared  
8 them, and -- and would invite everybody to come get  
9 -- get a copy, please. I've got 50. Might be just  
10 enough per household. The other matter I think I  
11 would like to bring to the -- to the attention of  
12 the Commission is a question arose at the status  
13 conference. Thank you, ma'am. A question arose at  
14 the status conference about lost water or  
15 unaccounted for water. And this is an issue that's  
16 familiar to this Commission. And the -- the  
17 company has negotiated in this agreement a  
18 provision with respect to billing that the  
19 utilities shall make monthly payments to the county  
20 based on the water usage registered on all  
21 utilities' customers' meters in the water service  
22 area. So, therefore, what that means is that --  
23 that you -- each month you would take the total of  
24 the meter readings for the customers, and we would  
25 pay York County for just that amount, York County

1 will accept that amount as payment in full. And if  
2 there is any unaccounted for water, any lost water,  
3 York County is assuming that cost, USSC will not  
4 assume that cost, and as a consequence, the  
5 customers will not assume that cost. So in this  
6 particular instance, and I think that we should all  
7 thank the -- the county representatives for this,  
8 we have negotiated as these things -- as these  
9 contracts go, a favorable agreement where the  
10 customers are simply paying for their own water  
11 use. With that said, I know that there are other  
12 issues, but I wanted to address these two because  
13 they seem to stand out to us as a result of the  
14 status conference. And I would appreciate the -- I  
15 appreciate the opportunity to put this on the  
16 record.

17 VICE CHAIRMAN WRIGHT: Thank you, Mr. Elliott.

18 MR. BUTLER: I'd also like to introduce  
19 Nanette Edwards who is from the Office of  
20 Regulatory Staff. And, Ms. Edwards, I believe you  
21 have a few remarks that you wanted to make at this  
22 time?

23 MS. EDWARDS: Yes, thank you, Mr. Butler. I  
24 work for the South Carolina Office of Regulatory  
25 Staff. We represent the public interest. And I



1 have here with me today Willie Morgan. Willie,  
2 would you stand up? Willie is in our Water --  
3 Wastewater Department.

4 VICE CHAIRMAN WRIGHT: Microphone.

5 MS. EDWARDS: Oh, I'm sorry. Can you hear me  
6 better now?

7 MR. BUTLER: No.

8 MS. EDWARDS: Not really?

9 MR. ELLIOTT: Well, I think you're --

10 MS. EDWARDS: How -- how did I -- how did you  
11 manage to do it?

12 MR. ELLIOTT: Well, I'm just loud. That's  
13 good.

14 VICE CHAIRMAN WRIGHT: That's better.

15 MS. EDWARDS: Oh, all right.

16 VICE CHAIRMAN WRIGHT: That's better.

17 MS. EDWARDS: Okay, thank you. Willie, will  
18 you please stand up? Willie is with our Water --  
19 Wastewater Department. And we also have a  
20 representative from the Consumer Services Division,  
21 this is Brad Kirby. And I've also been informed  
22 that DHEC has a representative here, Greg  
23 Harrington. Greg, would you mind standing up? If  
24 you have questions or concerns, we will be staying  
25 after the hearing is concluded, and we welcome any

1 questions or comments you have with regard to maybe  
2 any particular issues with regard to your bill or  
3 your service. Again, Brad Kirby's here for  
4 specific questions related to regulatory process.  
5 Again, I'm here and Mr. Morgan. Thank you very  
6 much, and that concludes my opening comments.

7 MR. ELLIOTT: Mr. Chair, Ms. Edwards is always  
8 very thorough, and -- and reminds me that I've been  
9 remiss in that I didn't introduce Patrick Flynn and  
10 Matt Mitchell, who are two engineers with USSC, and  
11 they are here and will linger after the Commission  
12 meeting to -- to answer questions. And I should  
13 say that the Office of Regulatory Staff has been  
14 very, very helpful, I think, to us, in  
15 understanding the -- the needs of -- of -- of our  
16 customers, and -- and -- and the need to -- to --  
17 to -- to fully inform them; so I appreciate, Ms.  
18 Edwards, all that you have done so far.

19 MS. EDWARDS: Thank you.

20 MR. BUTLER: Okay, thank you very much. Now,  
21 I know we have a number of intervenors, individual  
22 intervenors, in this case, and I see a couple of  
23 them out here. Would you mind standing up, and  
24 introducing yourself if you're an intervenor in the  
25 case?

1 MS. BOULER: I am Chantay Boulter, and I reside  
2 at 114 Pelham Lane in the Foxwood Subdivision, been  
3 there for 20+ years and I am an intervenor.

4 MR. BUTLER: Thank you, Ms. Boulter.

5 MR. PATERNO: Mark Paterno, I live at 105  
6 Redcoat Drive, and I am an intervenor.

7 MR. BUTLER: Thank you.

8 MR. KNOWLTON: I am Jim Knowlton, 306  
9 Brookside Drive, an intervenor. And the  
10 intervenors will not be talking tonight.

11 MR. BUTLER: Yes, sir, that's -- that's  
12 correct. I appreciate that. The intervenors will  
13 have an opportunity later at any further hearing to  
14 address the Commission. Tonight is the night for  
15 the public. Now I just was reminded of one issue,  
16 under the way the statutes of South Carolina are  
17 written, we cannot ask the Commissioners questions  
18 about the case. And you have just been presented a  
19 wide array of resources for any questions that you  
20 might have, technical questions, about this  
21 increase. Under Act 175 of 2004, the Commission is  
22 basically a panel of judges now, so they will be  
23 judging the merits of the case as they go. And  
24 accordingly, they cannot answer questions as such  
25 about the technical portions of the case. But,

1 again, we do have some excellent resources over  
2 here for you to -- to talk to after this hearing is  
3 over about any technical concerns or any other  
4 concerns that you may have, so I appreciate that  
5 very much, the availability of those people. And  
6 at this particular point, I did want to note that  
7 we do have several witnesses signed up to speak  
8 from the public, and you will be subject to  
9 questions from the parties perhaps and from the  
10 Commissioners, so just be aware of that. And at  
11 this particular point, I think we'd like to, Mr.  
12 Vice Chairman, with your permission, go ahead and  
13 call the list of witnesses that we have today.

14 VICE CHAIRMAN WRIGHT: That will be fine.

15 MR. BUTLER: Our first witness is Mr. Herbert  
16 McEntyre. Mr. McEntyre, would you come forward  
17 please to the podium? And we would ask you, if you  
18 could, to limit your remarks to about five minutes,  
19 if we can.

20 THEREUPON came,

21 HERBERT MCENTYRE,  
22 who, having been first duly sworn, testified as follows:

23 WITNESS: I'm Herbert B. McEntyre, and I live  
24 at 110 Pinetree Drive.

25 VICE CHAIRMAN WRIGHT: Mr. McEntyre, you may

1 proceed with your testimony.

2 WITNESS: Well, I -- I would just like to --  
3 to say, for the record, that we don't really have  
4 enough information from the York County Commission  
5 to really find favorably for -- for them taking  
6 over the water system. Because we -- I believe and  
7 know that there is a lot more hidden agendas as far  
8 as the cost of the hookup, and things of that  
9 nature. We really here don't have the whole story.  
10 So I really couldn't lean toward being favorable in  
11 -- in the -- for that reason, because we don't have  
12 the -- we don't see the whole -- whole thing.  
13 That's my comment in short.

14 VICE CHAIRMAN WRIGHT: If you'll stay at the  
15 podium for a second, and I'm just going to open it  
16 and just ask if there's questions rather than go  
17 down the line, but if the intervenors or the  
18 attorneys have any questions, now's the time.

19 MR. ELLIOTT: I don't have any questions of  
20 Mr. McEntyre. I appreciate his being here tonight.

21 MS. EDWARDS: ORS has no questions.

22 VICE CHAIRMAN WRIGHT: Okay. With no  
23 questions from the intervenors, we will turn to the  
24 Commissioners. Questions? Hearing none, thank you  
25 very much for coming out.

1 WITNESS: Thank you.

2 MR. BUTLER: I'd like to call Nancy A. Jones,  
3 please, Nancy Jones?

4 THEREUPON came,

5 N A N C Y A. J O N E S,

6 who, having been first duly sworn, testified as follows:

7 WITNESS: My name is Nancy A. Jones. My  
8 address, excuse me, is 124 Foxwood Village Drive,  
9 Fort Mill; and I am in the condos area of the --  
10 the community. And first of all, I, too, would  
11 like to thank you for coming. I know it's not  
12 normal for you to travel for your commission  
13 meetings, but we certainly appreciate your coming  
14 up here for the convenience of our homeowners. I  
15 would like to just state, first of all, that given  
16 the restrictions on this side of the paper, most of  
17 mine are questions, and I was wondering if I'm  
18 allowed to address questions so that the people  
19 over there can make a list, and then address them  
20 for us later?

21 VICE CHAIRMAN WRIGHT: Well, the way it's  
22 probably best to handle it would be to ask the  
23 questions of the attorneys or their staff that are  
24 here --

25 WITNESS: That's fine.

1 VICE CHAIRMAN WRIGHT: -- after we finish  
2 here. They're going to be here after the hearing.  
3 And then they may even, depending on how much time  
4 they've got, they may even go back now after you  
5 finish and get your questions. But--

6 WITNESS: Okay, well, my concern is I think  
7 that my questions are the questions of the entire  
8 community. And then addressing me alone doesn't  
9 answer the issue.

10 VOICE: I agree.

11 VICE CHAIRMAN WRIGHT: Well, they will not be  
12 able -- just so you know how this works --

13 WITNESS: Uh-huh.

14 VICE CHAIRMAN WRIGHT: -- they will not be  
15 able to answer your questions on the record as part  
16 of the hearing. So rhetorically I guess you could  
17 ask the questions, I guess.

18 WITNESS: Okay, well --

19 MR. BUTLER: She could list the questions.

20 VICE CHAIRMAN WRIGHT: Okay, let's --

21 WITNESS: I could list the question for the  
22 record, and then prior to the Commission taking  
23 action, could we have that -- the answers to these  
24 questions given to the community so that we know --

25 VICE CHAIRMAN WRIGHT: But see, that's what

1            I'm saying, you could ask them but you could get  
2            the answers maybe to them tonight after the hearing  
3            is over.

4            **WITNESS:** Given the past experience I have had  
5            with Utilities, Inc., I seriously doubt that I will  
6            get those answers tonight.

7            **VICE CHAIRMAN WRIGHT:** Well, I can only speak  
8            for the fact that they have representatives here  
9            and their attorney is here as well, so if they're  
10           not able to give you the answer to that from these  
11           people here, it may be something that has to be  
12           researched. You're welcome to pose the questions.

13           **WITNESS:** Okay, first of all, my very first  
14           comment will be that the water quality is abysmal  
15           as is the pressure. Most of us are buying either  
16           bottled water, or we are having to do things to the  
17           systems to be able to make it drinkable.

18           **MR. BUTLER:** Okay, I just want to remind you,  
19           Ms. Jones, too, as we've said, the only thing  
20           really before the Commission is this pass-through.  
21           In other words, can they make the contract with  
22           York County, and the result of price for that  
23           water. So those are really the only two things.

24           **WITNESS:** I believe when you spoke you said  
25           that quality of service furnished is not allowed



1 other than the quality of the water itself, which  
2 was why I spoke to that issue.

3 MR. BUTLER: Well, that's true, because that,  
4 I think, is the basis of the contract question here  
5 before us tonight.

6 WITNESS: Okay, okay, my time's flying, and  
7 I'm sorry.

8 VICE CHAIRMAN WRIGHT: We're good, don't worry  
9 about it.

10 WITNESS: Oh, thank you very much. Okay, so  
11 given what we were just handed, and I appreciate  
12 that very much, I would like a little further  
13 clarification as to if the rate is dropping for the  
14 connection by \$2.00 and some -- \$2.14 per thousand  
15 gallons, why the rate is actually going to go up  
16 \$8? Second question is what is covered  
17 specifically in this case. Are they going to come  
18 to us later with a -- with additional rates for the  
19 connection itself replacing infrastructure? Can  
20 Utilities, Inc., be compelled to tell us what their  
21 plans for future improvements are, if any? We've  
22 asked for that for a couple years and got  
23 stonewalled. Will there be another rate case about  
24 the cost of wastewater concerns? Since we can't  
25 discuss those tonight, is there a rate case coming?

1 'Cause you were talking about a general rate case  
2 earlier.

3 VICE CHAIRMAN WRIGHT: We were not talking as  
4 if something was pending, no.

5 WITNESS: Okay, thank you, that's --

6 VICE CHAIRMAN WRIGHT: They would have to be  
7 considered as something that would have to be a  
8 rate case.

9 WITNESS: Okay, thank you. If the water  
10 pressure by the new connection with the County were  
11 to blowout the current dilapidated delivery  
12 system, would Utilities, Inc., be responsible for  
13 the repairs and/or replacement without further  
14 charge to the homeowners? When will there be a  
15 general rate hearing? Sorry, I already asked that.  
16 And that's it.

17 VICE CHAIRMAN WRIGHT: Thank you. And I'm  
18 going to turn it over for questions if you'll stay  
19 there. But I do believe you might get a lot of  
20 those answered here tonight.

21 WITNESS: It would be great. We'd appreciate  
22 it.

23 VICE CHAIRMAN WRIGHT: So I'm going to, right  
24 now, if you don't mind if there's questions from  
25 the attorneys or the intervenors at this time?

1 MR. ELLIOTT: No questions of Ms. Jones, but  
2 we'd be happy to speak to her afterwards. I do  
3 think we have some information that would be  
4 helpful for you.

5 VICE CHAIRMAN WRIGHT: Ms. Edwards?

6 MS. EDWARDS: I have no questions for you,  
7 but, again, we're very -- we have personnel who are  
8 here who can answer questions. And if it would  
9 please Commissioner Wright, I think one answer out  
10 of all of these might be helpful to the others, and  
11 I'm willing to make a statement as to what ORS's  
12 position is as to one of these items; which is,  
13 what is specifically covered in this case, and she  
14 was asking about the capital cost of the  
15 interconnection.

16 WITNESS: Uh-huh.

17 MS. EDWARDS: That is a frequent question that  
18 our office has been handling. Our -- our position  
19 -- ORS's position is that the only cost that's  
20 being considered as part of this interconnection is  
21 the pass-through of the water charges that is  
22 passed through the cost that York County is going  
23 to charge the company. And that in the future --  
24 future general rate proceeding, the company would  
25 then present evidence that they have prudently

1 incurred the cost -- the capital cost of doing the  
2 interconnection itself. And so that, for  
3 clarification purposes, that is our position in  
4 what we see the application is.

5 WITNESS; Meaning that, yes, there would be a  
6 further cost to us down the road?

7 MS. EDWARDS; There is a cost -- there is the  
8 capital costs that -- for the interconnection, but  
9 that that is not -- there's no -- there's no cost  
10 to audit or examine in this case because it hasn't  
11 been done.

12 WITNESS; Thank you.

13 VICE CHAIRMAN WRIGHT; Intervenors? If not,  
14 Commissioners, questions? No questions. Thank you  
15 very much.

16 MR. BUTLER; Okay, I'd like to call Calvin Ma,  
17 M-A.

18 THEREUPON came,

19 CALVIN MA,  
20 who, having been first duly sworn, testified as follows;

21 WITNESS; My name is Calvin Ma, at 102  
22 Brookside Drive. It's spelled M-A. Thank you to  
23 the Commission for coming down to our little Fort  
24 Mill here, and all the people here sitting, to come  
25 down to hear our interests. Something comes to my

1 mind that may be contrary to my neighbors. I'd say  
2 one thing that Utilities, Inc., did do, one time I  
3 had discovered a leak in the sewer line behind my  
4 house. They came right out to repair it, and  
5 though they *did* repair this, I didn't know who to  
6 address to remove the rest of the old pipes; but we  
7 put it to good use anyway. For this water  
8 connection problem today, the biggest problem is,  
9 we do not know the total cost, and things are going  
10 really fast to do any good studies so that we would  
11 know what it would cost us to -- and the monthly  
12 rate increase you talked about. This -- well, I  
13 guess later on we'll have -- is a review if there  
14 is a rate increase is coming. But the -- I don't  
15 think the studies are done to satisfy to the  
16 community to see what it would cost us actually to  
17 make that connection. And if it's really too much,  
18 we'll probably just stay with the same system.  
19 That's all I want to say.

20 VICE CHAIRMAN WRIGHT: Thank you. If you'll  
21 stay there for questions.

22 MR. ELLIOTT: No questions for Mr. Ma, but  
23 appreciate you being here.

24 MS. EDWARDS: No questions.

25 VICE CHAIRMAN WRIGHT: Intervenors, no

1 questions? If not, Commissioners?

2 MS. FLEMING: I have.

3 VICE CHAIRMAN WRIGHT: Commissioner Fleming?

4 COMMISSIONER FLEMING: Yes, thank you, Mr.

5 Vice Chair. Mr. Ma, nice to have you here this  
6 evening. Ms. Jones, well, and I think maybe you  
7 partially answered my question, but the quality of  
8 water, as I understand, which was stated earlier,  
9 is an issue, and that's the reason that United  
10 Utilities has gone to York County to use -- to buy  
11 water from them; is that correct? Are you  
12 concerned with quality of water?

13 WITNESS: The quality of the water in my house  
14 is not an issue because we -- I inherited a water  
15 softener from the previous owner.

16 COMMISSIONER FLEMING: Okay, so that's not an  
17 issue with you?

18 WITNESS: Not an issue for my house.

19 COMMISSIONER FLEMING: But the issue for you  
20 more is what will be the total cost, not just the  
21 cost of buying the water from York County, but the  
22 total cost with the interconnection fees?

23 WITNESS: Total cost, and what will be the  
24 future cost of the -- I guess the water rates will  
25 be decided in a commission general rate increase,

1 right?

2 COMMISSIONER FLEMING: Right.

3 WITNESS: And --

4 MS. FLEMING: And that is a concern of yours  
5 is what it's going to be in addition to just the  
6 cost of the water?

7 WITNESS: Yeah, for the -- for the connection,  
8 in the sense, will -- well, will -- will there be a  
9 -- will there be a slight -- a slight increase?  
10 The question is has there been a study to justify  
11 should there even be a rate increase? Do you --  
12 the company hasn't answered that question to say --  
13 layout why there would be a rate increase. It's  
14 like a -- a homeowner to a renter. Every time they  
15 do something new for you, paint the house, repair  
16 something, oh, your rent has increased. In the  
17 sense, doesn't our monthly fees cover any of these  
18 changes, modifications should have been the same,  
19 instead of saying, oh, something new, you will have  
20 a rate increase.

21 COMMISSIONER FLEMING: Okay. Thank you for  
22 the clarification.

23 VICE CHAIRMAN WRIGHT: Commissioners? If no  
24 other questions, thank you very much, Mr. Ma, for  
25 coming up. I think the next person on our list is

1 William Rabon.

2 THEREUPON came,

3 WILLIAM RABON,

4 who, having been first duly sworn, testified as follows:

5 WITNESS: My name is William Rabon, at 708  
6 Beauregard, oh, that's my old one. 213 Redcoat.  
7 Nineteen years there, and I can't remember  
8 anything. This -- this transformation to York  
9 County water has me puzzled and has had me puzzled  
10 since day one. We live at the bottom of Redcoat,  
11 and people have complained previously that water  
12 pressure, quality of the water, taste of the water  
13 is inferior or lacking. In our house, over the 19  
14 years I found none of that. And the only thing in  
15 our house in the water situation that we found is  
16 the inside of the -- the toilet bowl turns black.  
17 Do I know what that's from? No. Have I heard  
18 anybody explain that? No. Does it affect the taste  
19 to me? It doesn't to me, my water tastes the same  
20 at my house as it did at my place of employment,  
21 which was in York County, in York -- the City of  
22 York. Every year when the seasons change, we get  
23 our water -- York County gets our water from the  
24 lake. Every year the water circulates. You get  
25 bottom water to the top, top water to the bottom.



1 That just happens naturally, I'm sorry, and the  
2 water quality in York -- the City of York does get  
3 bad. It doesn't change the taste, just the color.  
4 I've got no idea why the big upset about our -- our  
5 water services other than the price. It is, to me,  
6 it's extraordinarily high, and that's all I really  
7 had to say.

8 VICE CHAIRMAN WRIGHT: If you'll stay put for  
9 a minute? Questions for Mr. Rabon.

10 MR. ELLIOTT: No questions, Mr. Rabon. I  
11 appreciate you being here.

12 MS. EDWARDS: No questions, but if you have  
13 any questions of us, or if you would like to speak  
14 to Mr. Morgan in our Water Department, he is here  
15 this evening.

16 WITNESS: Okay, thank you.

17 VICE CHAIRMAN WRIGHT: Intervenors, if there's  
18 no questions, we'll go to the Commissioners.  
19 Commissioner Hamilton.

20 COMMISSIONER HAMILTON: Mr. Rabon, just a  
21 question I think goes to what we've been hearing  
22 from the four witnesses we heard before tonight.  
23 Would it be some feasible thought to you if you  
24 knew the cost of the connection? I'm sure the  
25 company has done pre-engineering work, and has some

1 idea that they might be willing to release that  
2 information to us?

3 **WITNESS:** It would be most interesting to know  
4 that -- I mean the only connection fees that I've  
5 ever experienced before is in a new house, and a  
6 tie-in, you know, it's \$2,500 a tie-in. And that  
7 went with the cost of buying the new house. But  
8 now I've got one that's 22, 23 years old, the  
9 system underground is that old, if not older.

10 **COMMISSIONER HAMILTON:** Okay. Well, we  
11 understand at this time that the --

12 **WITNESS:** And how much is it going to cost?

13 **COMMISSIONER HAMILTON:** -- the next rate  
14 increase that this company does file, the capital  
15 cost will be a part of the rate case and not a part  
16 of this. But perhaps with what we've heard  
17 tonight, the company will release some information  
18 to tell us exactly what their approximate estimates  
19 of the cost of the connection for the water from  
20 York County would be. I think that would be  
21 helpful.

22 **WITNESS:** The more information we get is  
23 always more helpful.

24 **VICE CHAIRMAN WRIGHT:** Thank you, sir.  
25 Questions?

1 COMMISSIONER FLEMING: Yes. Mr. Rabon, one  
2 more from Commissioner.

3 WITNESS: I'm sorry.

4 COMMISSIONER FLEMING: One more Commissioner.  
5 Come on back down.

6 WITNESS: Yes, ma'am.

7 COMMISSIONER FLEMING: I think what I wanted  
8 to ask you originally, we've heard about quality of  
9 water, we've heard that some people don't -- Mr. Ma  
10 said that he didn't have trouble with it because he  
11 already had a water softener. Do you have any ==  
12 have you added any equipment to make the quality of  
13 water better?

14 WITNESS: No, I have not. In fact, I took one  
15 out.

16 COMMISSIONER FLEMING: But what?

17 WITNESS: I took a filter out.

18 COMMISSIONER FLEMING: Okay, so you're  
19 satisfied with your water quality just as it is?

20 WITNESS: I'm fine with it.

21 COMMISSIONER FLEMING: Okay. And are you  
22 aware that you can go on the Public Service  
23 Commission website and read -- it's all public  
24 information, and read the information that's been  
25 filed, and that will give you probably the cost of

1 what it would cost for the capital cost for this.

2 WITNESS: Okay.

3 COMMISSIONER FLEMING: So the website, if you  
4 have access to that, were you aware of that?

5 WITNESS: No, I wasn't.

6 COMMISSIONER FLEMING: Okay. Well, that might  
7 be -- that might be helpful information, too.

8 WITNESS: Yes.

9 VICE CHAIRMAN WRIGHT: Any of the other  
10 Commissioners? Thank you very much.

11 WITNESS: Thank you.

12 MR. BUTLER: I think we also had an Alice  
13 Rabon, I assume you all are related?

14 THEREUPON came,

15 ALICE RABON,

16 who, having been first duly sworn, testified as follows:

17 WITNESS: My name is Alice Rabon, I live at  
18 213 Redcoat Drive, and, yes, that was my husband.  
19 One, when you made the statement just then that all  
20 this is available on the website, I looked around  
21 the room, and half of us our mouths fell open that  
22 we had no idea that this cost. The other thing is  
23 one of the solutions presented at one of the other  
24 meetings is that US Utilities would start flushing  
25 the lines more, and we've been getting phone calls

1 and letters, and things were posted. And one of  
2 the warnings is, when you flush the lines, that  
3 your water pressure may drop, and your water may be  
4 dirty, or whatever, and to -- to expect that. My  
5 question here, I guess, too is, if we switch to  
6 York County water, that's not changing our pipes.  
7 And if the water will come through the same pipes,  
8 you're going to have the same problem with a lot of  
9 this stuff coming to your house. I mean I don't  
10 see that changing. And I think most of us in here,  
11 we already feel like our water bill is too high.  
12 And if we're going to have some exorbitant fee to  
13 this connection, we are almost better off to stay  
14 like we are. It might be cheaper to put a water  
15 filter in your house versus paying connection fees  
16 and the rates going up tremendously. And I think  
17 that's what I think most of us in here want to see  
18 is see numbers. How is it going to affect us. I  
19 already said, when you said that about the website,  
20 I looked around the room, and everybody in here --  
21 or most everybody I could see, from where I was  
22 sitting, their mouth kind of went huh? We don't  
23 know. And that's why we've come tonight is because  
24 we don't know.

25 VICE CHAIRMAN WRIGHT: Okay. Any questions?

1                    MR. ELLIOTT: No. I appreciate Ms. Rabon  
2                    coming with Mr. Rabon tonight. Thank you.

3                    VICE CHAIRMAN WRIGHT: If you'll stay right  
4                    there. Commissioners?

5                    MS. EDWARDS: Thank --

6                    VICE CHAIRMAN WRIGHT: Oh, sorry.

7                    MS. EDWARDS: Thank you, Commissioner Wright.  
8                    We do have information, some of the things you  
9                    mentioned you -- we would be happy to talk to you  
10                    at ORS, and I think we could point you to where the  
11                    website is and also give you some more information.  
12                    And Commissioner Wright, I understand the question  
13                    about the capital cost of the interconnection. As  
14                    part of our due diligence, I mean I have an  
15                    estimate from the company. At your pleasure I can  
16                    provide it to you or not.

17                    VICE CHAIRMAN WRIGHT: I don't have a problem  
18                    with it, it's something that they would like to  
19                    hear, so --

20                    MS. EDWARDS: As part of our due diligence, in  
21                    looking into this case, because we represent the  
22                    public interest, we asked what is the capital cost,  
23                    and we were told it is going to be approximately  
24                    \$150,000 to construct USSC's portion of that. It's  
25                    the eight-inch water main extension and

1 interconnection facilities necessary for York  
2 County to provide potable water to the Foxwood  
3 community. So that has -- that's the cost figure  
4 that we have. Given that it hasn't been invoiced  
5 or billed, our office, as part of a general rate  
6 case, once we know what the actual costs that were  
7 incurred, our job is to go in and examine and look  
8 and audit the invoices at that time. But because  
9 it hasn't been spent, there's nothing for us to  
10 audit, so this is an estimate.

11 **WITNESS:** And then that bill would be divided  
12 up and passed on to us?

13 **MS. EDWARDS:** The question would become a  
14 future rate case as to whether or not that would be  
15 billed to all -- across all customer base of VSSC  
16 or whether it would be only to the Foxwood  
17 community; and I believe that would be an issue to  
18 be addressed in a future general rate case  
19 proceeding. Thank you.

20 **VICE CHAIRMAN WRIGHT:** Okay. Intervenors, any  
21 questions? Commissioners, any questions?  
22 Commissioner Fleming.

23 **COMMISSIONER FLEMING:** Well, I don't really  
24 have a question. We were -- the attorney and I  
25 were whispering, he can -- he's happy to give the

1 website and how to get the information.

2 MR. BUTLER: Certainly, just for general  
3 information, I can tell you about the website, and  
4 I can give you an address to look at. You can look  
5 at it at [www.wpsc.sc.gov](http://www.wpsc.sc.gov), and I'll say it again,  
6 [www.wpsc for Public Service Commission .sc.gov](http://www.wpsc for Public Service Commission .sc.gov). And  
7 what you do, if you look on the left-hand side,  
8 that will be the home page, look on the side,  
9 there'll be a little tab for docket management  
10 system. You can click on that, and then what you  
11 do is, there's a little search function, and you'll  
12 need to punch in the docket number of this case ==  
13 the docket number of this case which is 2011-515-W,  
14 that's 2011-515-W. Then when you do that, every  
15 single document that's been filed in this docket  
16 will come up. It'll be available. You can read  
17 everything, you can read some more about the  
18 capital cost, and I just think it will be real  
19 helpful if you do reference that document on that  
20 website. Thank you very much. And having said  
21 that --

22 VICE CHAIRMAN WRIGHT: Ms. Rabon, thank you.  
23 You may be seated.

24 MR. BUTLER: Mr. Chairman, that was the last  
25 witness we had signed up, and I just wondered, does



1 anyone else wish to be heard on this pass-through?  
2 If you'll come forward please. Please state your  
3 name and address when you get to the podium if you  
4 will, please?

5 THEREUPON came,

6 DAWN CAMP,

7 who, having been first duly sworn, testified as follows:

8 WITNESS: Okay, I'm Dawn Camp, I live at 212  
9 Fox Run. Everybody's talking about the water  
10 rates. What about the sewage?

11 MR. BUTLER: That's not part of this case,  
12 ma'am, we're only talking about a water pass-  
13 through. It's water strictly on this' --

14 WITNESS: I understand, but --

15 MR. BUTLER: Yes, ma'am.

16 WITNESS: -- you're from -- you're from  
17 utilities, and you're not -- you -- you don't have  
18 anything to do with the sewage?

19 VICE CHAIRMAN WRIGHT: Ma'am, that would be in  
20 the general rate proceeding which hasn't been filed  
21 yet. What we're talking about --

22 WITNESS: It hasn't been filed? Will it be  
23 filed?

24 VICE CHAIRMAN WRIGHT: That's what we've been  
25 talking about. There's not one. Right now what

1 we're talking about tonight is the contract.

2 WITNESS: Okay, I understand.

3 VICE CHAIRMAN WRIGHT: So it's a very limited  
4 scope..

5 WITNESS: Okay, all right.

6 MR. ELLIOTT: I didn't catch the witness's  
7 name, but I think it's Ms. Camp. Please feel free  
8 to stop by and speak to us, and we'll try to answer  
9 any questions that we can.

10 MR. BUTLER: Anyone else wish to be heard  
11 tonight? Yes, sir. Want to come forward?

12 THEREUPON came,

13 C L A Y K N I G H T ,

14 who, having been first duly sworn, testified as follows:

15 WITNESS: My name is Clay Knight, and I live  
16 at 341 Swamp Fox Drive. And I just want to say I  
17 live at the top of the hill, unlike my friend that  
18 lives on Redcoat at the bottom of the hill, so I  
19 have had pressure at the top of the hill. I doubt  
20 it's 30 psi. But I think most of us in here  
21 understand business, and we understand that when  
22 the business incurs a cost, that gets passed on to  
23 the customers, and everything like that, we  
24 understand that. But this whole -- like they were  
25 saying about installing, you know, the hookup and

1 everything, and then audit it after, and then  
2 looking at, you know, all the effects, I think  
3 that's what worries us. Because I mean you guys  
4 know that you -- and I'm speaking for myself as  
5 well, that Utilities, Inc., doesn't have our trust.  
6 And I understand that we're kind of at their mercy,  
7 like you guys said in the beginning, that we need  
8 water, and we can only get it from them; but we  
9 just feel like just to -- just because we need  
10 better quality -- better quality of water, and  
11 better, pressure, doesn't mean that we just have to  
12 accept, you know, these outrageous prices. Because  
13 I've lived in a lot of different places, and I've  
14 never paid this much for water, and it's lousy, you  
15 know. And I know -- I mean I know like our hookup  
16 through Wilcoff, because of the hookup, you know,  
17 that's why we get bad water sometimes. I know for  
18 the month of May, last summer, that was like the  
19 worst month ever. Like our water went out like  
20 nine times. And we called one time to ask them  
21 what the problem was, and they said, "Oh, somebody  
22 flipped the wrong switch in at Wilcoff," and it's  
23 like how does that -- how do you lose water for  
24 half a day if somebody flipped the wrong switch.  
25 But I -- I just feel like -- I -- I -- we just

1 don't feel like we have their trust. Because I  
2 know they came by and gave flyers, Utilities did,  
3 saying that your rate increase is going to be this  
4 much. And then like a few days later, they came  
5 back and said, "No, it's going to be this much."  
6 We got two flyers from them. And we just feel like  
7 what's going to happen is -- is, we need water,  
8 they're going to switch over, and it's going to be  
9 -- I mean my water bill -- we use closer to 4,800,  
10 gallons a month, and our water bill -- our water  
11 bill is like \$85 a month. And I just can't imagine  
12 what it's going to be, you know, with this extra  
13 increase, you know. I think with what Mr. Ma said  
14 is right on the money as far as, you know, they do  
15 -- they do these hookups. This should be included  
16 in all the money that we're paying. I mean don't  
17 we pay for upkeep and stuff like that. So that's  
18 -- that's all I had to say. Thank you.

19 VICE CHAIRMAN WRIGHT: If you'll just stay  
20 there for a minute?

21 WITNESS: Sure.

22 VICE CHAIRMAN WRIGHT: Questions?

23 MR. ELLIOTT: None for this witness, but  
24 appreciate it, Mr. Knight.

25 MS. EDWARDS: No questions, thank you.

1 VICE CHAIRMAN WRIGHT: Intervenors?

2 Commissioners, questions? Commissioner Mitchell.

3 COMMISSIONER MITCHELL: Yes. Thank you for  
4 coming out tonight, and I think this hearing  
5 tonight has been more of an informative hearing  
6 telling you different ways you might can find  
7 answers to your questions. And I wanted to add one  
8 more and I heard ORS speak several times, and they  
9 also have a 1-800 number that any time this process  
10 is going on, that has been brought to the audience  
11 to inform you tonight, you can -- you can dial that  
12 number, and ask some questions as -- as -- as to  
13 just what you've asked for. Of course, any service  
14 that's being supplied to your home, if you have a  
15 complaint about service, they certainly have a good  
16 department, and I've heard a lot of compliments  
17 about how they handle those questions back. So  
18 they are listed in the book or you can certainly  
19 get information from ORS, and they are your  
20 consumer representative. I know they've stated  
21 several times about going to a website, but a lot  
22 of times people want to talk personally to someone,  
23 and the law that Mr. Buttler brought up earlier,  
24 talked about 175, and under that, they are the --  
25 the department that handles your complaints, and

1 you can feel free to call them at any time. They  
2 do a good job. And that might help you in some of  
3 your questions.

4 WITNESS: And I appreciate it, sir. It's  
5 just, you know, I think my issue though is not so  
6 much information as it is rate increase. And I  
7 know it's not a rate hearing, but I feel like -- we  
8 feel like there's more to this contract than meets  
9 the eye, and it's going to get us in the end, so --

10 VICE CHAIRMAN WRIGHT: Thank you, and we do  
11 have the 800 number, Ms. Edwards, if you want to  
12 give that, and you can write it down.

13 MS. EDWARDS: Mr. Knight, or for any members  
14 of the audience, our consumer services 1-800 number  
15 is 1-800-922-1531, that's 1-800-922-1531. And  
16 thank you, Commissioner Mitchell and Commissioner  
17 Wright for reminding we do field questions, and  
18 we'll be happy to talk to you about this case, not  
19 a problem. Thank you. Mr. Knight, did you get it?

20 WITNESS: Yes. Yes, ma'am.

21 MS. EDWARDS: Thank you.

22 VICE CHAIRMAN WRIGHT: Commissioner Fleming  
23 has a question.

24 COMMISSIONER FLEMING: Mr. Knight, you said  
25 that you do have a problem with the quality of

1 water?

2 WITNESS: Yes, ma'am, we do.

3 COMMISSIONER FLEMING: And -- and did I  
4 understand water pressure?

5 WITNESS: Yes, ma'am, absolutely. And my  
6 neighbor -- my neighbor to the left, 340 -- or 320  
7 -- or 3 -- 343, they're higher than I am. Their  
8 pressure is even worse than mine. Absolutely.  
9 We're at -- we're right -- we're at the top of the  
10 hill near the -- near the tower, and it's awful.

11 COMMISSIONER FLEMING: But your concern is,  
12 even though you have a water problem, you're  
13 concerned about the cost to -- that it will take to  
14 improve the quality of water?

15 WITNESS: Yes, ma'am. And I know that sounds  
16 like it doesn't make sense, but it's like we're  
17 paying this much money for bad water. I mean I  
18 can't imagine what we're going to pay for -- for  
19 good water. I mean -- I mean -- I mean I'm -- I'm  
20 -- I'm not -- I'm not trying -- I mean really  
21 though, because -- I mean I've lived in, you know,  
22 some nice places that -- I mean my water bill --  
23 this is outrageous. You know, and I understand,  
24 but at the same time, we need better water, but I  
25 feel we just don't need it like this.

1 COMMISSIONER FLEMING: So am I hearing you  
2 correctly that what you would like to know is the  
3 total package?

4 WITNESS: Yes, ma'am. Yes, ma'am, the total  
5 package, and maybe, you know, Utilities could have  
6 a little bit of good will here, and be like, "Hey,  
7 you know, we understand you guys have had bad water  
8 for like 20, 30 years, you know, no increase."  
9 That'd be nice, you know, so --

10 COMMISSIONER FLEMING: Thank you.

11 VICE CHAIRMAN WRIGHT: Mr. Knight, thank you  
12 very much.

13 MR. BUTLER: Okay, do we have anyone else?  
14 Okay, Yes, sir. You were first, I think. Want to  
15 come forward?

16 THEREUPON came,

17 PHIL LIP CARGILE,

18 who, having been first duly sworn, testified as follows:

19 WITNESS: My name is Reverend Phillip Cargile.  
20 I live at 102 Fox Run Drive. I concur with a lot  
21 of the things that were said tonight, this evening,  
22 concerning the taste, the rates being so high, and  
23 the smell of the water. We're having to change our  
24 plumbing every so often because of the -- the  
25 water. But my -- my question is all of the



1 questions that were asked tonight, Utilities said  
2 that they would speak after; but I believe everyone  
3 in here wants to hear, you know, what Utilities  
4 says, and answer the questions where all of us can  
5 hear the answer; you know, rather than for one to  
6 go up and to hear what's being said. So I  
7 appreciate if that could be done tonight.

8 VICE CHAIRMAN WRIGHT: Reverend, under the  
9 laws of South Carolina, they will be put on the  
10 stand but it will be at a future time. They will  
11 answer your questions tonight, after we close this  
12 hearing. You can go talk to them, and they'll stay  
13 as long as you need them to stay and get the  
14 answers. But as part of the record tonight, we're  
15 here, by law, to hear what you have to say, and  
16 what your opinions are, and feelings on the issues  
17 are before us, so that we can -- we can develop,  
18 you know, our feelings about this as well.

19 WITNESS: Well, we appreciate the Commission  
20 coming up, you know. But after the meeting is  
21 adjourned, can Utilities come to the mike?

22 VICE CHAIRMAN WRIGHT: Well, they don't  
23 necessarily have to go to the mike, I don't think.

24 WITNESS: Well, can they stand to answer the  
25 questions?

1                   **MR. ELLIOTT:** They'll be here to answer  
2                   questions and stay as long as it's necessary.  
3                   We'll be as fullsome as we can.

4                   **WITNESS:** And another thing too, also, I think  
5                   one or two of the gentlemen speaking about their  
6                   quality of water was good, you know, that's one or  
7                   two percent of 100 percent. That's just one or two  
8                   percent. The majority of people in here has  
9                   problems with their water. Thank you.

10                  **VICE CHAIRMAN WRIGHT:** If you'll just stay.  
11                  Any questions from the attorneys?

12                  **MR. EDWARDS:** No.

13                  **MR. ELLIOTT:** No, no questions. Appreciate  
14                  you coming out.

15                  **VICE CHAIRMAN WRIGHT:** Intervenors?  
16                  Commissioners? Reverend, thank you very much. We  
17                  had other hands. Yes, ma'am.

18                  THEREUPON came,

19                               **ANN MARIE GIBBS,**  
20                  who, having been first duly sworn, testified as follows:\

21                               **WITNESS:** Hi, I'm Ann Marie Gibbs, 211 Redcoat  
22                  Drive.

23                               **MR. BUTLER:** What was that last name, again?

24                               **WITNESS:** Gibbs.

25                               **MR. BUTLER:** Gibbs, thank you.

1                   **WITNESS:** I've lived here five years in  
2                   Redcoat. I did have problems with my water. I  
3                   purchased \$5,000 worth of a water softening system  
4                   that I'm still paying for. So my water bill has  
5                   been higher here than ever in my life anywhere I've  
6                   ever lived at \$90 a month, basically, for two  
7                   people, and that's insane. So to even think about  
8                   a rate hike when I'm still paying for a water  
9                   softening system to correct my own issue, it, you  
10                  know, it's crazy to me. That's all I have to say.  
11                  I mean I -- I pay too much. I'm still paying for  
12                  a, you know, system to correct the issues that we  
13                  have there. Why should I pay more?

14                  **VICE CHAIRMAN WRIGHT:** Questions?

15                  **MR. ELLIOTT:** No questions, Ms. Gibbs. I  
16                  appreciate you coming out.

17                  **MS. EDWARDS:** No questions. Thank you for  
18                  your comments.

19                  **VICE CHAIRMAN WRIGHT:** Intervenors?  
20                  Commissioners? Okay, thank you very much. Yes,  
21                  sir?

22                  THEREUPON came,

23                  **JOHNNY CARUSO,**  
24                  who, having been first duly sworn, testified as follows:

25                  **WITNESS:** My name is Johnny Caruso, I live at

1 302 Brookside Drive. And I hate to keep bombarding  
2 these gentlemen and young lady over at the table  
3 over here, but you're going to get the same  
4 information from everybody that comes up here  
5 pretty much. And so I guess we're conveying our  
6 information to you, because you're the ones that  
7 will be the judge over the matter. And that is  
8 that our quality is bad. And I just -- I -- it's  
9 almost like you need a show of hands, so you could  
10 see the -- the evidence, the pressure is low, the  
11 water is dirty. We don't drink the water anymore.  
12 We take baths in it, and showers, that's about it.  
13 My grandchildren right now are actually at my  
14 house, and they are not even doing that. There's  
15 bottled water in the bathtub for them. And I  
16 realize we -- every once in a while, someone will  
17 come by and put on our -- our mailbox a little  
18 bottle to have it tested. And it seems like every  
19 time it comes back that the quality of water is  
20 okayed by the whoever. I don't know exactly who  
21 okays it, but someone does. And says it's okay to  
22 drink, and that's fine. But as the gentleman  
23 earlier said, the toilets are black. The inside of  
24 the dishwasher is black. I mean it's just -- it's  
25 just doesn't seem good. And then I -- and this is

1 not -- I know it says on here I'm not supposed to  
2 talk about a pay rate -- a cost rate. But does  
3 this mean my bill's going to go down? Because it  
4 would have to be cut in half to get to where this  
5 is on the piece of paper that was just handed to  
6 us, and I -- I just wondered about that. That  
7 would be one of the questions maybe you guys could  
8 answer later, so that's all I have.

9 VICE CHAIRMAN WRIGHT: If you'll just stay  
10 right there for a few minutes?

11 WITNESS: Sure.

12 MR. ELLIOTT: Appreciate Mr. Caruso coming  
13 out. We'll be happy to answer any questions he has  
14 in a moment.

15 MS. EDWARDS: This might be a good time. I  
16 mentioned earlier that Greg Harrington, who is here  
17 on behalf of DHEC.

18 WITNESS: Yes, ma'am.

19 MS. EDWARDS: And I believe DHEC does the  
20 water testing that you were mentioning. For  
21 purposes of the Commission, DHEC, Mr. Harrington,  
22 asked me to relay that this number is available.  
23 He's also here today, but, if for some reason, you  
24 didn't catch him, the number is 803-285-7461, but  
25 then he's here as well, and ==

1 VOICE: Could you repeat the number for us?

2 MS. EDWARDS: Sure, absolutely. The phone  
3 number is 803-285-7461. But he's also here, and as  
4 to the handout versus your current bill, if you  
5 would see Mr. Kirby. Brad Kirby with our consumer  
6 services division. We -- our consumer services  
7 division does look over bills, sometimes there are  
8 errors, so please see us. Thank you.

9 MR. WRIGHT: Commissioners? Commissioner  
10 Whitfield?

11 COMMISSIONER WHITFIELD: Thank you, Mr.  
12 Chairman. Mr. Caruso --

13 WITNESS: Yes, sir.

14 COMMISSIONER WHITFIELD: We're here, of  
15 course, discussing the interconnection, but I think  
16 there was a previous witness, I believe it was Ms.  
17 Rabon, who mentioned that she realized that she  
18 wasn't going to have any pipes once the  
19 interconnection is completed. And, of course,  
20 bringing up the quality issues you brought up, have  
21 you been led to believe, or are you under the  
22 impression that some of these issues might improve  
23 once the interconnection is complete? Do you have  
24 any opinion on that?

25 WITNESS: Well, to be totally honest, I'm

1 coming late to the game. I saw these notices on  
2 the stop sign on the corner. That's why I came  
3 tonight. I -- again, as the gentleman -- two  
4 gentlemen ago shared, it just seems like we're  
5 paying an awful lot of money for low quality right  
6 now. And we're going to pay more, if the -- I  
7 don't know what the problem is exactly, if it's the  
8 pipes, I don't know what it is that's causing that.  
9 I mean you can do the water changing over. You can  
10 do a lot of things like that, but the quality is  
11 just bad, period. I've been here 14 years, and  
12 it's been bad for 14 years.

13 COMMISSIONER WHITEFIELD: So you don't really  
14 have an opinion or know what that --

15 MR. CARUSO: I don't know. I'm not a plumber.  
16 I'm actually the Youth Pastor of this church, so I  
17 don't -- I don't have an opinion on plumbing; so I  
18 wouldn't know if the water pipes would burst with  
19 more pressure, I don't -- I have no idea.

20 COMMISSIONER WHITEFIELD: Thank you, that's all  
21 I have, Mr. Chairman.

22 VICE CHAIRMAN WRIGHT: Commissioners, any  
23 questions? Thank you very much. Yes, ma'am, you've  
24 been very patient.

25 THEREUPON came,

1 S H A W N H E R O N ,

2 who, having been first duly sworn, testified as follows:

3 WITNESS: My name is Shawn Heron, and I live  
4 at 317 Swamp Fox. And I haven't been there as many  
5 years as I hear the other folks have been. We've  
6 been there going on seven years. We had to get a  
7 water device as well, \$5,000, as well, to put on  
8 the home because of the smell and the quality. And  
9 what my question is, all the folks, all my  
10 neighbors in Foxwood Subdivision, including myself,  
11 can't seem to take South Carolina utilities at any  
12 word that they produce. It doesn't matter. My  
13 bill is exactly the same every month. It's \$93.  
14 It doesn't go up a dollar or two, it doesn't go  
15 down a dollar or two. How can they do that? I  
16 mean even when I'm not at the house for weeks, it's  
17 still the same. And I've been to a lot of these  
18 meetings in the past, and I don't mean to say that  
19 anybody is nasty, but they can't be trusted. They  
20 -- you can call all the 800 numbers you want to, or  
21 the 803 numbers, or you can go on any website,  
22 whatever is seen or whatever is told is always  
23 different than what is; and I don't understand why.  
24 But say it like it is, and be done with it. If--  
25 if -- if we're going to get better water



1 transferring to York County, let's just do it. If  
2 it's going to cost us an arm and a leg, then we  
3 can't afford it. \$93 a month for a family of three  
4 is just ridiculous, and it doesn't matter really  
5 whether I'm there or not, that's what I'm saying.  
6 The rates -- it doesn't change. There's something  
7 wrong with that picture. My electricity bill  
8 changes, you know, but my water never does. It's  
9 gone from \$85 to 93. And I can produce every bill.  
10 I don't -- I don't trust South Carolina Utilities  
11 at all, and it's really a shame. It really is a  
12 shame that you say that about a business, but  
13 that's how I feel. So whatever they have to say,  
14 we have to have you guys behind us, because that's  
15 all we've got. That's all we've got. We don't  
16 know where else to go.

17 VICE CHAIRMAN WRIGHT: Is that all?

18 MS. HERON: Yes, sir.

19 VICE CHAIRMAN WRIGHT: All right. Attorneys?

20 MR. ELLIOTT: Thank you, Ms. Heron, and again,  
21 no questions.

22 MS. EDWARDS: On behalf of the Office of  
23 Regulatory Staff, I would like for you to get with  
24 Brad Kirby. If you would like to review your bill  
25 to make sure that you are actually being billed the

1 approved rates, if you're interested, we'd be happy  
2 to take an examination of that. Thank you.

3 WITNESS: What about the rest of the folks?  
4 Will you take examinations of them too? We're all  
5 in this together.

6 MS. EDWARDS: Absolutely, but it sounds like  
7 you were making a point that if you're bill did not  
8 move one inch, then that's not -- we actually do  
9 have sample bills and we did have some questions  
10 from other customers as part of our investigation.  
11 I actually have them right here. But based on your  
12 description, we'd be happy to take a look at yours.  
13 Thank you.

14 VICE CHAIRMAN WRIGHT: Commissioners, any  
15 questions? No? Okay, thank you very much.

16 WITNESS: Yes, sir.

17 VICE CHAIRMAN WRIGHT: And please take them up  
18 on it. They are the consumer representative.

19 THEREUPON came,

20 LANA ZICK,  
21 who, having been first duly sworn, testified as  
22 follows:

23 WITNESS: My name is Lana Zick, and I live at  
24 210 Swamp Fox Trail.

25 VICE CHAIRMAN WRIGHT: Ma'am, can you say that

1 again?

2 WITNESS: Lana Zick, Z as in zebra I-C-K.

3 Like sick but with a "Z". And the first thing I'd  
4 like to say is my property was chosen by Wilkoff to  
5 do a test sample when they were looking for the  
6 contamination in the water. And afterwards they  
7 came to me and said that the water was good,  
8 because I had put a filter on; so I'm not here  
9 saying that I don't agree that the water is bad or  
10 good. My water's always been good because I knew  
11 it was a community well, and a well tends to have a  
12 lot more iron in it, so I expected that when I  
13 moved in the neighborhood, so I was aware of that.  
14 Now, some of the customers of Utilities Services in  
15 our neighborhood do have water that is atrocious.  
16 It's like brown, like they dipped in the pond, and  
17 put the jar lid on. That, to me, is not  
18 necessarily because of the well. And so my concern  
19 is this, it's not just that we would hookup and our  
20 rate increases would increase, but, really, the  
21 issue isn't the quality of the water. The issue is  
22 that there's a problem that's not being addressed.  
23 And I understand that there's business, and that  
24 very often a neighborhood like ours can be very  
25 good for business and make numbers look good. So my

1            concern is that hooking up is actually more of a  
2            business agreement that would increase Utility  
3            Services' income and give them reasons to raise our  
4            rates, instead of really benefiting the customers  
5            of Foxwood. And I know that a hydrogen meter was  
6            put on, and that is how the water is being  
7            filtered. So even though the water may not seem to  
8            be clean, it is actually able to be consumed and  
9            not harmful. I would also add that -- she was  
10           ahead of me, but I was gone one time, and several  
11           times actually for two weeks out of the month, and  
12           my water bill actually went up, and I was shocked.  
13           And I called one time about it, and they couldn't  
14           really give me a good reason why. And I also  
15           started keeping track of when they do the flushing  
16           of the system. And I called them, and I said, "My  
17           water bill goes up every time you flush." And they  
18           told me that that wasn't true, that it wasn't  
19           because of the flushing. And so I, along with  
20           several of the rest of the community have a hard  
21           time trusting what they're saying because somehow  
22           there's a communication barrier or something. And  
23           they're just telling us things to keep us at bay or  
24           something. So there's definitely a trust issue.  
25           And I think at this point in the arrangement, we

1 need to come up something where we can all work  
2 together and find a solution where they can be a  
3 business that is not hurting the customers, and we  
4 can be a customer satisfied with the product that  
5 we're getting; and we're not satisfied with the  
6 product that we're getting at this time. And I'm  
7 not sure York County is actually hooking up the  
8 benefit to that. I don't know, they haven't  
9 discussed with us the possibility of repairing the  
10 tower. Maybe the tower is the problem. Maybe  
11 there are other issues like our, you know, coming  
12 into the neighborhood the old pipes, 'cause some of  
13 them have probably been there more than 30 years,  
14 'cause my house alone is over 30 years. So I think  
15 those are some things that may need to be addressed  
16 instead of just hooking up to York County, because  
17 I don't think that's going to fix the problem,  
18 so --

19 VICE CHAIRMAN WRIGHT: Thank you. If you'll  
20 stay right there.

21 MR. ELLIOTT: No questions of Ms. Zick, but I  
22 appreciate you coming.

23 WITNESS: Thank you.

24 MS. EDWARDS: I have two short questions. One  
25 is, I didn't quite catch your address, is it -- I

1 know it's Swamp Fox.

2 WITNESS: 210.

3 MS. EDWARDS: 210?

4 WITNESS: 210 Swamp Fox.

5 MS. EDWARDS: And then I was taking notes, and  
6 you said the issue is not -- the issue is that  
7 there's a problem not being addressed. And I  
8 didn't quite follow you. What -- what problem do  
9 you think is not being addressed?

10 WITNESS: I think the -- it's like the quality  
11 of water really isn't the issue, but that is the  
12 issue that's being put forth to force us to hook up  
13 to York County. I believe that is what's being  
14 used to make it seem like it's the right thing to  
15 do for us; whereas, I don't think that that's  
16 really the issue. I think there's another issue.  
17 It's not the water source coming in. I believe  
18 that it's actually this -- what's carrying the  
19 water. Because the -- the pipes -- the iron pipes  
20 are wearing out, and that -- I think that's the  
21 issue. I don't think it's completely the well  
22 that's bringing the water in. So that's what I was  
23 trying to address.

24 MS. EDWARDS: Thank you, I appreciate your  
25 clarification.

1                   **VICE CHAIRMAN WRIGHT:** Commissioners? Ms.  
2                   Zick, do you -- do you agree with -- I believe it  
3                   was Ms. Rabon who was up here earlier, when she was  
4                   talking about -- that it -- and she's implying many  
5                   of the same things you were saying, that you're  
6                   going to get what is, and I guess you're being led  
7                   to believe this would be a cleaner water source,  
8                   right, in York County?

9                   **WITNESS:** Uh-huh.

10                  **VICE CHAIRMAN WRIGHT:** Are you of the same  
11                  opinion as her that the -- it doesn't really matter  
12                  if it's cleaner water or not, that there's  
13                  something, that the pipes are an issue?

14                  **WITNESS:** Definitely. I -- I really think  
15                  that that's what's not being addressed. That it's  
16                  actually the age of the neighborhood.

17                  **VICE CHAIRMAN WRIGHT:** The infrastructure?

18                  **WITNESS:** And the pipe system infrastructure.

19                  **VICE CHAIRMAN WRIGHT:** Dh-huh.

20                  **WITNESS:** And so if we're going to hook up to  
21                  York County, possibly there'll be a hearing to  
22                  raise their rates, then they're going to go, "Oh,  
23                  my goodness, it's not fixed, so now we're going to  
24                  have to look for another way." And I feel like  
25                  it's just another step to keep slowly having

1           excuses to raise our rates. Because we -- we came  
2           from -- we came from an inner city, and, honestly,  
3           I would put a filter on my water whenever because  
4           I'm responsible for the water I give my children.  
5           No one else is. And so I have a whole house filter  
6           on because I want to provide the best possible  
7           water that I can. But it shouldn't cost me the  
8           ability to feed my children because the water is so  
9           expensive. That's not fair. And then if it's going  
10          to go more and more, and there's no end to it, you  
11          can't budget. I have seven children, and, you  
12          know, we are home all the time, and my water is  
13          almost double where I came from. And so it may be  
14          a little bit more, and, obviously, we stay home, I  
15          homeschool them, so we're home a lot, and we do use  
16          a lot of water; but, still, I just -- I don't know  
17          where that money is going to come from if there's a  
18          rate increase. And then they go, "Oh, my goodness,  
19          it didn't fix the problem, so now there's going to  
20          be another rate increase," because, you know, they  
21          have to do business." So I, personally, would  
22          rather stay where I know where things are, and I  
23          know what to look for; do you know what I mean?  
24          And put a filter on my house to filter it, and make  
25          it as best as I can, and not have a rate increase.



1 VICE CHAIRMAN WRIGHT: Thank you.

2 Commissioner Whitfield?

3 COMMISSIONER WHITFIELD: Thank you. I'm going  
4 to follow-up to Vice Chairman Wright's question.  
5 He asked you about the infrastructure, piping  
6 specifically, but you mentioned in your original  
7 testimony about the tower and the tanks. Are you  
8 aware of anything that you know of specifically  
9 there, or --

10 WITNESS: Well, I just know driving into the  
11 neighborhood, if you looked at the tank, it -- it  
12 looks like it's from way back when like when my  
13 grandmother was growing up. I mean it's ancient.  
14 And you can see deterioration from the exterior so  
15 that tells me that there's something wrong with it  
16 inside, if you can see deterioration exteriorly.  
17 So I -- that's mainly what I can go by, you know,  
18 is just the look -- the way it looks, it's really  
19 old, and maybe that would be beneficial to fix  
20 that. But then, again, is that going to include  
21 every increase. I think that they've made quite a  
22 bit of money off of us already, and it'd be nice to  
23 see a little bit of service out of what they've  
24 given, because it is a well; and so they haven't  
25 had to pay someone to get the water to us, it's

1 right there. And we pay a lot for a well -- a  
2 community well, so --

3 COMMISSIONER WHITEFIELD: That's all I have,  
4 thanks.

5 WITNESS: Thank you very much. Thank you so  
6 much for coming, and being here with us, and trying  
7 to help us with this situation.

8 VICE CHAIRMAN WRIGHT: Thank you. I'm going  
9 to point to you. I have the gray shirt, the dark  
10 shirt, and the vest, and over here. Well, you're  
11 an intervenor.

12 INTERVENOR: I'm an intervenor. I thought one  
13 of the other intervenor's wanted to ask a question,  
14 but it's a false alarm. My apologies.

15 VICE CHAIRMAN WRIGHT: So the gentleman in the  
16 gray shirt here.

17 THEREUPON came,

18 J O H N L Y L E S ,

19 who, having been first duly sworn, testified as follows:

20 WITNESS: My name is John Lyles, I live at 215  
21 Pelham Lane. I wanted to just talk about something  
22 I don't think has been addressed. There's an  
23 additional cost because of the quality of water.  
24 The other day we just had our water pump in the  
25 clothes washer replaced. And the technician said,

1            "I also cleaned the filter in your washer." I  
2            said, "What do you mean? I've been changing the  
3            hoses because of the problem. I've also changed  
4            the little filter right at the end of the hose."  
5            And he said, "No, this is inside." He said,  
6            "There's some black gunk there like I've never seen  
7            before." And he said, "I don't know how you were  
8            getting any water through that and into the  
9            washer." And he said, "It must take a long time,"  
10           and it has. And I'm wondering now about our  
11           dishwasher, it's got the same kind of water, I  
12           think. And we talked about the black water that's  
13           in the tank of the toilet. I can only guess what  
14           is inside our water heater. And I just dread what  
15           I'm going to have to do with that. So I just  
16           wanted to add that thought, I haven't heard that  
17           addressed dealing with the quality of water. And  
18           you're right, we can't trust Utilities.

19            **VICE CHAIRMAN WRIGHT:** Thank you. Wait just a  
20            second. Mr. Elliott?

21            **MR. ELLIOTT:** No questions of Mr. Lyles.  
22            Thank you for coming.

23            **MS. EDWARDS:** No questions, thank you.

24            **VICE CHAIRMAN WRIGHT:** Okay. Intervenors?  
25            Commissioners? Thank you very much. The

1                    gentleman in the dark shirt.

2       THEREUPON came,

3                    P A U L M E G A R R I G L E ,

4       who, having been first duly sworn, testified as follows:

5                    WITNESS: Okay. My name is Paul McGarrigle,  
6                    202 Redcoat Drive in Foxwood. I just wanted to say  
7                    to everybody here we do have a quality problem in  
8                    my household. Toilets are black, water's brown,  
9                    pressure's bad. Clothing smells when you wash it,  
10                   even if you use hot water, top of the lime  
11                   cleaners. You can't drink the water. I don't  
12                   trust it. You know, I -- I can't clean my clothes,  
13                   you know, My -- my toilet's black. My dishwasher  
14                   -- somebody brought it up. I've been there four  
15                   and a half years, I can't get my dishes clean, no  
16                   matter what detergent I use. It's frustrating.  
17                   I've lived elsewhere. What I pay here a month,  
18                   I've paid quarterly for the same water, and it's  
19                   horrible. It's three times, four times the amount  
20                   for bad water. You can't trust it. I have three  
21                   children. How can I give them the water? People  
22                   have brought it up. I've had people come in,  
23                   analyze the water, say, "You need a filter system,"  
24                   \$5,500. Didn't put it in, don't have the money for  
25                   that. I'm already paying too much for water as it

1 is. 'Cause I've lived elsewhere. I've had good  
2 quality water. I don't understand why the quality  
3 of the water is so bad for what we pay, you know.  
4 I have children. There's people in the room here,  
5 there's elderly people, there's children, there's  
6 babies. I have a condition, I have to take  
7 medicine. It lowers my immune system. Can't --  
8 can't rely on the water. And there's other people  
9 in here that probably have the same problem. How  
10 can we trust the water that we have to pay for? We  
11 don't have a choice. It's coming through the same  
12 line. You're going to hook it up, it's coming  
13 through the same pipes. Is it still going to be  
14 the same quality for a bigger price. I mean I have  
15 an extra room in my house. I offer it to any of  
16 you to live in these conditions. Come live with me  
17 for a month. Would you drink that water? Would  
18 you bathe in that water? Would you trust it?  
19 Would you trust it to your children and your  
20 grandchildren? And would you pay for that kind of  
21 quality. And not knowing the condition, if it's  
22 going to change for the better when you do pay more  
23 money for this new system. You know, they --  
24 they've hit on most of the issues with the outages,  
25 the brown water, the low pressure. You know, I

1 don't think drinking brown water is acceptable to  
2 anybody in the modern day. I don't think not being  
3 able to get -- the smell after washing your clothes  
4 is worse than before you put them in the washing  
5 machine. How can you trust to drink or eat off the  
6 plates that you can't get clean? You have to use  
7 extra water to get them clean. You have to bring  
8 outside sources to get your stuff clean. You have  
9 to pay 5,000 or more for a system in your house for  
10 something that you should be receiving as a service  
11 for the water that you're paying for. You know, is  
12 it going to change? It's coming through the same  
13 lines. It's coming down the same streets. Some  
14 people may have bigger issues than others, but  
15 there -- are they going to go away with this new  
16 system? You know, is it going to be, well, if you  
17 pay more money, you're getting better quality? Is  
18 it really going to be that? Is it going to fix it  
19 a little bit, or is it going to completely fix the  
20 issue altogether? Nobody knows that in this room,  
21 probably not even the people who designed the  
22 system. That's my question. How -- how are we  
23 going to fix the quality, because that's probably  
24 the biggest issue. You know, we can -- we can sit  
25 here and talk price, but the price is what it is.

1 It can be three times the amount the people are  
2 used to paying or not, but at the end of the day,  
3 are we going to get the quality we need and we  
4 deserve for our -- our money, for what we're paying  
5 for? I don't have anything else.

6 VICE CHAIRMAN WRIGHT: Questions?

7 MR. ELLIOTT: No questions of this witness. I  
8 appreciate you being here.

9 MS. EDWARDS: No questions, thank you.

10 VICE CHAIRMAN WRIGHT: Intervenors?

11 MR. KNOWLTON: I have a question.

12 VICE CHAIRMAN WRIGHT: Could you identify  
13 yourself, please?

14 MR. KNOWLTON: Yes, sir. Jim Knowlton, 306  
15 Brookside Drive, intervenor. The question that I  
16 would ask you is at what price would you be willing  
17 to pay? You have waffled back and forth, I need  
18 water, but you don't seem to have a price you'd be  
19 willing to pay.

20 WITNESS: Really, honestly, I think the price  
21 I pay now is too much for the quality of water. I  
22 mean we're paying for a service, and I -- I feel  
23 we're paying what my culture is used to, three  
24 times the amount that I paid for at least 25 years  
25 of my life elsewhere; and the quality is a fraction

1 of what the safety level is. I mean it should be  
2 -- if I'm paying a price, the water should be  
3 drinkable. It should clean my clothes without  
4 smelling. It should -- it should make sure my  
5 children are clean when they take a bath. They  
6 shouldn't have to -- or a shower. They shouldn't  
7 have to use it twice as long. You know, adults  
8 don't get as dirty as toddlers and teenagers, and  
9 it takes longer. It takes longer to clean your  
10 clothes. Sometimes to just generally get the smell  
11 out of clothing, you've got to go elsewhere to a  
12 Laundromat, and it's incurred costs that shouldn't  
13 happen. I mean I -- I -- honestly, to answer the  
14 question factually, is, I feel that we already pay  
15 more than enough for a lot better quality than  
16 we're receiving, in just the condition of the  
17 water. I mean we're looking at replacing toilets.  
18 We're looking at replacing filters on washing  
19 machines. We're -- we're looking at putting filter  
20 systems in the whole house for over \$5,000, on top  
21 of what we're paying monthly. And, again, I stated  
22 earlier, what I pay monthly here, I paid quarterly  
23 elsewhere for a lot higher standard of water  
24 quality. That I didn't have to go out and buy  
25 bottled water. I didn't have to go to a laundromat



1 to get the smell out of the clothing after they'd  
2 been washed with the top of the lime soap. And,  
3 yet, now, we're sitting here looking at, we're  
4 going to hook it up. The rate's going to go up, but  
5 is the quality going to be out of the lime? Is it  
6 going to be out of the system? Has it deteriorated  
7 enough that once -- it was addressed earlier, once  
8 the system starts going, is it going to break down?  
9 Is it going to falter? Are the pipes going to  
10 break? Is the quality going to get any better, or  
11 is the problem the infrastructure.

12 **VICE CHAIRMAN WRIGHT:** Commissioners, do you  
13 have any questions? Thank you very much.

14 **WITNESS:** Thank you.

15 **VICE CHAIRMAN WRIGHT:** Yes, ma'am, you've been  
16 patient with that baby.

17 THEREUPON came,

18 **N I C O L E H A T T O N ,**

19 who, having been first duly sworn, testified as follows:

20 **WITNESS:** My name's Nicole Hatton. I live at  
21 118 Brookside Drive. I wanted to state on what  
22 Lana was talking about. We had the joy of  
23 replacing our water lime from the road to our house  
24 because tree roots had gotten into it, and it was  
25 deteriorated. The sediment that I have seen come

1 through our system when these people talk about  
2 brown looks just like those pipes, when I change  
3 out a reverse osmosis filter, it looks just like  
4 those pipes. I do understand, I've lived in the  
5 neighborhood for 26 years. I grew up there. I  
6 played on the garbage mounds, 'cause there used to  
7 be a trash can, or a landfill back there. I  
8 understand that there's Wilcoff up the street. And,  
9 really, the whole issue didn't start out -- we all  
10 know we're on a well. We understand that has iron  
11 minerals and everything that gets on the pipes.  
12 I'm not even here bickering about that, because we  
13 do have those issues; but it's the trichloroethylene  
14 that I think was at high levels that we even  
15 considered looking for other water sources. And to  
16 talk about that five to \$7 increase for water, we  
17 aren't talking about the 150,000. I've never heard  
18 that. What does that break down per household?  
19 What other amounts are there on top of that? And  
20 like Lana was stating, I don't think we're even  
21 hitting the issue of -- we want the chemical out,  
22 and the lines aren't going to be fixed if you just  
23 run a line to the very front of our neighborhood,  
24 and it's running through all the rest, because it's  
25 the same iron pipes that it's running through that

1 are all rusted out and look very disgusting.

2 VICE CHAIRMAN WRIGHT: Is that everything?

3 MS. HATTON: Yes.

4 VICE CHAIRMAN WRIGHT: Mr. Elliott?

5 MR. ELLIOTT: No questions for Ms. Hatton,  
6 appreciate her and the other Ms. Hatton coming out.

7 WITNESS: Sorry.

8 MS. EDWARDS: Okay, again, I know I mentioned  
9 this earlier, we'd be happy to share what  
10 information we have. Thank you very much, and  
11 thank you for your comments.

12 VICE CHAIRMAN WRIGHT: Intervenors?

13 MR. JOHN ZICK: My name is John Zick, and I am  
14 an intervenor and I have a question for you.  
15 You've lived here for 26 years. Do you recall at  
16 any time in those 26 years any improvements other  
17 than what you have made to your yard, to your  
18 lines, that the company has done to your pipes or  
19 the water tower?

20 WITNESS: No. No, I've -- I have, like this  
21 gentleman over here, were backed up, where there  
22 was a huge sewage leak. We smelled that for a few  
23 days. The utility company was very good about  
24 trying to fix that and clean it up, and, of course,  
25 the sewage smell was awful. We do also have sewage

1           smell that backs up on a regular occurrence and if  
2           you're on that back section of the neighborhood,  
3           you smell that. Why that happens, I'm not exactly  
4           sure, but that's also an issue that happens in the  
5           neighborhood. But I have never seen them improve  
6           any time in the entire neighborhood other than like  
7           what was busted in the sewage part in the back. I  
8           think when I was young, wasn't it Blue Ribbon that  
9           had the water company, like way back in the  
10          beginning, so we -- we were paying outrageous  
11          rates, like \$50. My mom can attest, because I'm  
12          her daughter, and I still live in the same  
13          neighborhood. The -- the water price was  
14          outrageous back then. It's still outrageous. And  
15          it's doubled since we've lived in our house. You  
16          know, like Lana was saying, we have nine kids.  
17          With our nine kids, you know, there's a point of  
18          affordability, and then you can't afford to feed  
19          them if you've got to pay so much for water. It's  
20          a breakdown of, you know, the economic times are  
21          really rough, so price is going down on the amount  
22          of money you're making, and price on everything is  
23          increasing. And I honestly think everybody here is  
24          just saying we can't afford it, we need to actually  
25          hit the issue, and it needs to be fixed; not just,

1 oh, we're giving you new water through  
2 everything else, and nothing's changing at all.

3 VICE CHAIRMAN WRIGHT: Commissioners, any  
4 questions, besides the -- she said nine kids?

5 WITNESS: Yes, ma'am -- or sir.

6 COMMISSIONER FLEMING: That's what I was going  
7 to say. You have nine children?

8 WITNESS: Yes. Yes.

9 VOICE: It's in the water. There's something  
10 in the water.

11 WITNESS: But the bad thing is is we call the  
12 water liquid gold, and we're like, "Get out of  
13 there now, we can't afford that, get out, get out,"  
14 you know. And it doesn't matter, you know, it's  
15 just -- it's expensive, so that's -- that's the  
16 point, it is liquid gold. When we watch it running  
17 down the thing, we're trying to catch it, because  
18 that's -- that's how most of us feel, it's liquid  
19 gold running through our pipes, except it's rust  
20 colored.

21 VICE CHAIRMAN WRIGHT: Okay, well, thank you  
22 very much for coming out tonight. Yes, ma'am.

23 THEREUPON came,

24 MEREDITH JACKSON,

25 Who, having been first duly sworn, testified as follows:

1                   WITNESS: I'm Meredith Jackson. I live at 107  
2                   Pelham Lane, and I've been there for 38 years. And  
3                   when we moved to Foxwood, the water was good. The  
4                   community was small. I was probably -- I think I  
5                   was the second house on Pelham Lane. The only  
6                   other street was Fox Run. There were -- there were  
7                   no other streets. Part of our problem has been the  
8                   community has grown so, and the wells have changed.  
9                   The original wells, I think, were contaminated, and  
10                  they've, you know, pumped from other wells, and our  
11                  water has not been good. But in that 38 years we  
12                  have had three water heaters, four dishwashers, I'm  
13                  on my fourth washing machine.. I think that's a  
14                  lot. And I'm due for a change in all those  
15                  appliances now. And what happens is the water  
16                  breaks them down. As long as I have lived there,  
17                  there has been nothing done to the infrastructure  
18                  in the system. Our pipes have been changed from  
19                  the street to the house, and every pipe inside the  
20                  house has been changed, because we did it. We did  
21                  some renovation, and we just changed out  
22                  everything. But there's -- nothing has been done.  
23                  And I want to know where, when I pay my water bill,  
24                  if that money is not used to upkeep the system,  
25                  where is it going? There should -- some part of

1 that -- I know that every company makes profit, but  
2 some part of that should be going to maintain the  
3 system; and there has been no maintenance on our  
4 system. And I'm like the others, if, you know, if  
5 you bring in clean water, and you still put it  
6 through the same system, are you going to get clean  
7 water out on the other end?

8 **VICE CHAIRMAN WRIGHT:** Is that everything?

9 **WITNESS:** That's everything.

10 **VICE CHAIRMAN WRIGHT:** Any questions, Mr.  
11 Elliott?

12 **MR. ELLIOTT:** No questions of Ms. Jackson,  
13 appreciate you being here.

14 **VICE CHAIRMAN WRIGHT:** Ms. Edwards?

15 **MS. EDWARDS:** No questions.

16 **VICE CHAIRMAN WRIGHT:** Commissioners,  
17 questions? Ms. Jackson, thank you very much for  
18 coming out tonight.

19 **THEREUPON** came,

20 **TIM VEECK,**

21 who, having been first duly sworn, testified as follows:

22 **WITNESS:** My name is Tim Veeck, I live at 204  
23 Pelham Lane. I'm pretty new to the neighborhood,  
24 just about six months or so. And so I guess I  
25 wanted to share some comments, just about, I think,

1 some of what I've heard, and also to express my own  
2 concerns. The first is, I have benefited in the  
3 fact that we don't have water issues at our house,  
4 and I think part of that is because the previous  
5 owner's installed a whole house water filter, water  
6 softener, and a reverse osmosis system. So we  
7 should have clean water, at this point, with --  
8 with all of those things in our home. My concern  
9 is, and I've tried to do as much research as I  
10 could, but I would not dare to say that I'm an  
11 expert on the issue, but before we moved into the  
12 neighborhood, I had heard about the water issues  
13 before we purchased our home, and had some  
14 concerns, but decided to move forward. Though when  
15 I read about the potential possibility of hooking  
16 up to the York County water system, one of the  
17 things that I -- I thought that I read, and still  
18 had some concerns about is that with the increased  
19 pressure that would come from the hookup, what it  
20 would do the existing infrastructure as far as, you  
21 know, I think one of the things it states here is  
22 the cost to the home -- to the homeowners with this  
23 connection. And a hidden cost could be, if there  
24 is significant sediment and buildup within the  
25 entire system that all that stuff gets flushed into



1 people's homes, and their pipes, and then we're all  
2 going to incur significant -- significant costs,  
3 those of us who have decent water and those who  
4 don't. And so that's a concern that I have. At  
5 the moment, I have -- you know, at the moment, like  
6 I said, my water's good. But if suddenly, the  
7 connection brought an huge increase in cost for me  
8 because of that, that would be a concern. I'm all  
9 for having a better and more consistent water  
10 system. I think, in my mind, that -- that would be  
11 a good decision. I just have those concerns come  
12 along with that. And I think -- no, the only other  
13 thing I would say too is that a benefit to me  
14 hooking up to York County water, at least in the  
15 short time that I've been there, I would say that  
16 we probably had 15 to 20 water interruptions --  
17 service interruptions. I think we had nine in the  
18 month of July, or something like that. And having  
19 two young children in the home, and that creates  
20 quite a problem for us, so that was a shock when we  
21 first moved there. And also to say that the rates  
22 are significantly higher than where I've lived in  
23 the past. And just reiterating what everyone else  
24 said about the -- the rates we pay, service should  
25 -- should come with that that would justify upkeep

1 on the infrastructure.

2 VICE CHAIRMAN WRIGHT: Thank you very much.  
3 Mr. Elliott?

4 MR. ELLIOTT: No questions of the witness,  
5 thank you very much for coming.

6 MR. WRIGHT: Ms. Edwards?

7 MS. EDWARDS: One question I wanted to follow  
8 up on. You made mention that you had read  
9 something with regard to once the hookup is done  
10 with York County that I think you said there would  
11 be increased pressure. And then you said something  
12 about hidden cost. Can you go back to that?

13 WITNESS: Yeah, and it would take me a minute  
14 to go back and find it. But in doing research  
15 before I moved into the neighborhood, I believe it  
16 was an article in -- it might have been in the Fort  
17 Mill newspaper, or it could have been in something  
18 else, but Fort Mill Times was -- I -- I believe  
19 someone with the county had mentioned that they  
20 would have more than enough pressure to get the  
21 water to the households, and that it could -- one  
22 potential outcome of that would be that it would  
23 blow sediment up into everyone's pipes and  
24 individual homeowners' homes. And so my guess is  
25 that when that happens, it provides a significant

1 cost to each individual homeowner. When we moved  
2 into our house, we did have one line that we had to  
3 replace. When we hooked our washer up to it, water  
4 started coming out into the wall immediately, and  
5 we took the pipe out. It was almost completely  
6 closed -- closed with sediment. So I think  
7 multiplying that cost over the rest of our home and  
8 all of the pipes, if something were to get flushed  
9 through the system into -- into our home would be a  
10 concern for me. So I wish I could document for you  
11 the exact article, but that's something I remember.

12 MS. EDWARDS: But that is your concern, you  
13 would like to see that concern addressed?

14 WITNESS: Well, yeah, I guess I just want to  
15 know what would be the options for homeowners at  
16 that point. Because it sounds like what's being  
17 presented is that the hookup will happen, and then  
18 we'll get the cost after that. And by that point,  
19 if the hookup -- the hookup happens, and all of us  
20 have damage to our own individual plumbing in all  
21 of our homes, it's a bit late to look at the cost  
22 at that point. We've all incurred them, and we'll  
23 have no choice, so that's a concern I have.

24 MS. EDWARDS: Thank you.

25 WITNESS: Okay.

1 VICE CHAIRMAN WRIGHT: Intervenors?

2 Commissioners? Any questions?

3 THEREUPON came,

4 JON I SPARKS ,

5 who, having been first duly sworn, testified as follows:

6 WITNESS: Joni Sparks, 105 Fox Run Drive. I

7 guess all of us here, we're trying to say, yes, we  
8 want better water, but going to York County isn't  
9 going to be the answer, because it's still going to  
10 be the same -- going through the same pipes. We're  
11 going to have to pay more, and we're not going to  
12 get better quality. So I guess some of my concerns  
13 are, you know, is this going to -- they've never  
14 told us it's going to give us better water. In the  
15 very beginning when we started having problems, I  
16 was on the committee that started working on this.  
17 And they pretty much said, I mean, whether we went  
18 with the city or the county, it's not going to  
19 change. So, you know, I'm looking at it, it's a  
20 benefit for the utilities company and not our  
21 subdivision. So I guess I'm kind of look at too,  
22 if -- rumor has it, you know, that Wilkoff is going  
23 to shut the wells down, okay. Wilkoff owns the  
24 wells where we're getting our water. So now what's  
25 going to happen if that is going to be, you know,

1 the case? You know, are they stepping ahead? Do  
2 you know -- do they know something? You know, so I  
3 guess the -- the issue is, you know, is there some  
4 hidden agenda? Is there some hidden costs in there  
5 that later on they're going to pass down to us? We  
6 don't know about it, and we're still going to have  
7 the same bad water. So those are some of the  
8 concerns that we have. And, yes, we get a letter,  
9 we get a phone call, you know, and I think they're  
10 -- they're trying to help, but I'm not sure that  
11 it's enough. I know some of them, when they call,  
12 they switched companies -- customer service  
13 companies or something, you know. Now, when we  
14 call, most of the time they're not very nice, and  
15 we really don't get an answer to what you're  
16 looking for. So, you know, it's kind of like a  
17 catch 22, I guess, whichever direction we're going  
18 in, you know. So I guess -- I guess one of the  
19 others, I think he was talking about it in the  
20 beginning, that -- about maintaining the pipes or  
21 flushing the pipes out and things. Since that's  
22 not, you know, on our meter, indirectly, we're  
23 still going to have to pay for it, because  
24 taxpayers would pay for the water being flushed,  
25 you know; or is that going to be a cost that will

1            be passed down to us later. Those are things I  
2            mean we don't know. I do know that they promised  
3            us that they were going to flush every quarter to  
4            help improve the water. They haven't done that for  
5            a long time. And that did help the water when they  
6            were doing the flushing. Water pressure, they  
7            showed us a map -- there's not much they can do  
8            with the water pressure, 'cause some of us live  
9            uphill and some are down, you know. So even with  
10           York County water, it's not going to help the water  
11           pressure, you know, not unless they go through, and  
12           they do decide, hey, at some point we will change  
13           the pipes, but at what cost? And we know that  
14           everyone's saying their water bills are high. We  
15           did a survey. I don't know how many of you did the  
16           survey about a year and a half ago, a family of six  
17           was paying the same water price as a family of two.  
18           So, you know, there we are. So that's what they  
19           were looking at. And I think a lot of them wanted  
20           to go to York County with the assumption that we  
21           would get better water. But they -- no one's ever  
22           told us, yes, we would. We're just assuming that  
23           we would, because York County does have good water.  
24           So, you know, if it's not going to be any better,  
25           and our rates are going to go higher, you know, is

1 that the direction we need to go in? So that's --  
2 I guess that's what we're looking at. And it's  
3 nothing in the water, 'cause I only have one child.  
4 I just thought I'd tell you.

5 VICE CHAIRMAN WRIGHT: Mr. Elliott?

6 MR. ELLIOTT: No questions of Ms. Sparks. I  
7 enjoyed her coming out. Thanks.

8 MS. EDWARDS: No questions, thank you.

9 VICE CHAIRMAN WRIGHT: Intervenors?

10 Commissioners? Thank you very much. Okay, who is  
11 left? Is that it? Okay, well, hearing and seeing  
12 none, I'd like to personally and on behalf of the  
13 Commission, and the staff here, and the attorneys  
14 and company, thank you for coming out. You've been  
15 very, I think, determined, and you've been  
16 consistent in your answers, and your testimony, and  
17 you've brought out some really good points tonight  
18 for us to consider. Thank you for coming out  
19 tonight. With that, I guess we'll notify you as to  
20 when things progress for hearing dates. They have  
21 not been set yet. Again, they are here for  
22 answering questions as soon as we gather down here,  
23 so please take advantage of that while they are  
24 here. And with that, we'll call this hearing  
25 adjourned.

1 [WHEREUPON, at 7:53 p.m., the hearing in the above=  
2 entitled matter was adjourned.]  
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CERTIFICATE OF REPORTER

I, Cathy L. Young, CVR, a Notary Public for the State of South Carolina, do hereby certify that I reported the foregoing proceedings at the time and place herein designated and that the foregoing pages are a true, accurate and correct transcript of the aforesaid proceedings.

I further certify that I am not a relative, employee, attorney or counsel of any of the parties, nor relative or employee of such attorney or counsel, nor in anyway interested in the event of said cause.

In witness my hand and official seal this the 20th day of April, 2012, York, South Carolina, State of South Carolina.

*Cathy L. Young*

CATHY L. YOUNG, CVR  
NOTARY PUBLIC FOR SOUTH CAROLINA  
MY COMMISSION EXPIRES February 19, 2019

*copy if*